



Job Title: Customer Service & Sponsorship Coordinator - Full-Time

Competition Number: COM-272-26	Department: Community Services
Posting Category: Open	Division: Recreation & Culture
Job Type: Full-Time	Affiliation: Managerial
Site: Pool 6	Location: CA-ON-Thunder Bay
Min: CAD \$84,234.25/Yr.	Max: CAD \$99,099.17/Yr.
Pay Band: 8 (interim rating)	Number of Positions: 1
Effective Date: May 25, 2026	Supersedes Date: November 27, 2020
Posted Date: September 15, 2026	Post End Date: September 29, 2026

**Lead Customer Service Delivery. Build Sponsor Relations.
Attract and Support Great Events.**

At the City of Thunder Bay, **Our City Runs on People Like You.** Together, we are building a workplace where everyone belongs—where your creativity, relationship-building skills, and passion for community engagement help create memorable experiences and strengthen connections across our city.

Here, you'll play a dynamic role that blends customer service, event attraction, sponsorship development, marketing, fundraising, and community partnerships. From bringing exciting events to municipal venues and supporting user groups to securing sponsors and enhancing customer experiences, you'll help create experiences that residents and visitors enjoy year-round.

Thunder Bay offers more than a fulfilling career. With its natural beauty, affordability, and strong sense of community, it's a city where you can grow personally and professionally.

Where Leadership Enhances Experiences & Partnerships

As the [Customer Service & Sponsorship Coordinator](#), you'll provide leadership across a diverse portfolio that includes customer service delivery, sponsorship development, event support, ticketing operations, and relationship management. Working closely with staff, facility user groups, sponsors, event promoters, and community partners, you'll help strengthen connections, support successful events, and contribute to vibrant recreation and culture experiences across the city.

Every day brings new opportunities to build relationships, create value, and support meaningful community experiences.

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How You'll Lead and Support Your Team

In this role, you will lead customer service delivery at Fort William Gardens, including ticketing operations and facility user group relationship management. Working closely with community partners, sponsors, event promoters, and internal stakeholders, you'll support sponsorship, fundraising, marketing, and event attraction initiatives that enhance the programs, facilities, and services offered by the Sport & Community Development Section. You'll also serve as a fundraising subject matter expert for the Recreation & Culture Division. You'll have also the following accountabilities:

- Prepare and implement marketing and advertising strategies and fundraising and sponsorship campaigns in collaboration with section and Division staff and volunteers.
- Develop relationships with event promoters and production houses to secure large-scale entertainment events for municipal arenas and stadia and other municipal event venues.
- Participate in bid preparations for major sporting events to be held at Fort William Gardens.
- Liaise with community groups, event promoters, service providers and staff in the Corporation and ensure contract fulfilment; negotiate agreements and maintain a high standard of public relations.
- Coordinate the sale of advertising and sponsorship opportunities within Recreation & Culture Division facilities such as rink boards, signage, digital advertising and naming rights.
- Maintain, monitor and update social media sites and website. Respond to feedback on multiple social media platforms.
- Complete grant applications for the programs, facilities and services offered by the Sport & Community Development Section; support Division and Departmental grant applications as requested.

Typical work week will be Tuesday – Saturday, but may vary depending on event schedule.

For a full detailed description, please click [here](#).

What You Can Count On With Us

We're proud to offer a workplace where your well-being, growth, and sense of purpose come first. As the Customer Service & Sponsorship Coordinator, you'll enjoy:

- A competitive salary that reflects your expertise
- A matching pension plan to help you build long-term financial security
- Comprehensive health, vision, and dental coverage, plus life insurance for peace of mind
- Generous paid vacation and holidays, with the option to purchase additional leave days when you need more time off
- Access to a confidential Employee and Family Assistance Program (EFAP) and wellness initiatives to support your overall health
- Leadership development and tuition reimbursement programs, so you can continue to grow your skills and career
- A culture of recognition and appreciation, with staff events and programs that celebrate your contributions
- Meaningful opportunities to contribute to Recreation & Culture facilities, services, and events that bring people together
- A collaborative and supportive team environment that values creativity, innovation, and continuous improvement

- Exposure to a diverse range of projects, from major events and venue operations to marketing initiatives, advertising opportunities, and sponsorship campaigns

What You'll Bring to the Team

Here's what will help you succeed as the Customer Service & Sponsorship Coordinator:

- Degree in Business, Recreation, Public or Community Relations, Human Services or Social Sciences or other related discipline with two (2) years directly related experience, or
- Diploma in Business, Recreation, Public or Community Relations, Human Services or Social Sciences or other related discipline with four (4) years directly related experience.
- Experience with fundraising, corporate sponsorship sales, advertising sales, procurement and administration of grants.
- Ability to communicate effectively and concisely, and have superior writing and editing skills, on-line communications expertise and an understanding of effective graphic design.
- Ability to solve complex problems and manage/mediate conflicts in a positive and timely manner.
- Ability to establish and maintain effective professional and working relationships with a variety of people including funding agencies, staff, community partners and the public.
- Excellent project/time management, analytical/critical thinking, problem-solving and decision-making skills.

Lead, Connect, and Grow With Us – Apply Today

Ready to take the next step in your career journey? Join us at the City of Thunder Bay, where you'll help bring events to life, create meaningful partnerships, support community programs, and contribute to experiences that enrich the lives of residents and visitors alike.

Apply today and start your next chapter with the City of Thunder Bay.

General Information:

As an equal opportunity employer, the City of Thunder Bay encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups, women and members of the 2SLGBTQ+ community.

ONTARIO HUMAN RIGHTS CODE: It is a contravention of the Human Rights Code of Ontario to discriminate on the basis of: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, marital status, family status, disability, age, record of offences, gender identity or gender expression. Therefore, a resume submitted to the City must not include references to any of the above characteristics. Do not include:

- Photos
- Any certificates that have photo identification
- Driver's licences
- Police records checks

Note: The above documentation will be requested by the Human Resources Division should you be the successful applicant. If a Criminal Record Check is required it will be requested by Human Resources should you be the successful applicant. Please do not submit your Criminal Record Check with your application.

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ACCOMMODATION: Reasonable accommodations are available upon request for all parts of the recruitment process.

PRIVACY: Personal information on this form is collected under the authority of the Municipal Act, c. 302, as amended, and will be used to determine eligibility for employment. Questions about this collection of personal information should be directed to the Human Resources Division, 125 Syndicate Ave Suite 42, Thunder Bay, Ontario, P7E 6H8, Telephone: 625-3866